

Christchurch Women's Refuge Incorporated Annual Report

1 July 2009 – 30 June 2010

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Christchurch Women's Refuge Business Directory

as at 30 June 2010

Address	PO Box 32034 Christchurch New Zealand
Telephone	(03) 364-7306 0800 1 REFUGE
Facsimile	(03) 377-2847
Registered Office	834 Colombo Street Edgware Christchurch
Board Members	Madeleine Hawkesby-Browne (Chair) Annette Gillespie (CEO, Audit and Risk Committee) Robin Pratt (Audit and Risk Committee) Liz de Lange (Audit and Risk Committee) Kate Hickey Pauline Leeming
Secretary	Christine Wallace
Auditor	Deloitte Chartered Accountants 32 Oxford Terrace Christchurch
Bank	Westpac Banking Corporation Eastgate Branch 4 Buckleys Road PO Box 24007 Christchurch

Christchurch Women's Refuge Incorporated

Our Vision

To be New Zealand's leading social change agency preventing violence against women, young people and children.

Our Mission

To create a society where all women, young people and children live life free from violence by:

- Raising awareness, challenging inequalities and providing alternative models to encourage healthy relationships
- Strategic collaboration with community partners to strengthen community services
- Building community capacity to provide a coordinated response
- Education, support and advocacy services for women, young people and children who have experienced family violence
- Crisis intervention services
- Early intervention services targeted at children, young people and their parents
- Research and policy development
- Recognising and accepting our obligations under the Treaty of Waitangi

Summary of Highlights

- 15% increase in community clients, to a total of 983
- 29% increase in calls to 0800 1 REFUGE
- Offered services to 2,209 women named on Police reports of family violence
- Clients with Protection Orders increased 161% to 146

- Adoption of a Family Support service model
- Winning of Te Rito contract to undertake development of Selwyn district
- Affiliation to Jigsaw

- Review and redesign of financial systems
- Formation of new Management Team and Board of Governance
- Move to admit men to the membership

- Joined new networks including Intersectoral; the Hurunui Pastoral Care Network; Right Service, Right Time; CECC; and Her Business
- Winning the Champion Canterbury Medium-Large Charity Award
- Formulation of a Brand Development strategy

Chair's Report

The last financial year has been one that has combined significant change and innovation with conservatism and consolidation. Many of the changes that have taken place have occurred 'behind-the-scenes', but all have been significant and integral in preparing the agency to remain successful, innovative and, most of all, relevant for the future generations of Canterbury families who may struggle to escape violent home environments.

Financial Systems' Review

Christchurch Women's Refuge is an agency which strives for continual improvement and as we commenced the last financial year in July 2009 in the midst of a global recession it seemed timely to take full stock of our position and overall operation, and assess our long-term viability. Through the combined processes of an Independent Financial Review, a service review and an internal restructure we discovered that there were many opportunities to improve and enhance the service we offer and the systems under which we operate.

The Independent Financial Review, undertaken by Polson Higgs, identified possible refinements to our financial systems, bringing these more in line with standard business practice and also allowing for clearer and more accurate financial planning, reporting and forecasting. An example of these improvements is the move to monthly accrual accounting and reporting, providing more detailed and timely records of income and expenditure.

To support these new systems we also formed a subcommittee of the Board to provide an audit and risk function. The Audit & Risk committee oversees financial performance and budget and ensures adequate risk management policies and procedures are in place.

Service Refocus and Review

Complementing the financial review was a review of service delivery, which resulted in a modified strategic direction. We strengthened our focus on prevention and early intervention as the methods through which to effect lasting change, and we adopted a more holistic Family Support Model. This model enables us to respond to the needs of the family unit, rather than servicing women and children separately. It also means that we can support women and children at whatever point they require assistance, whether that be while in crisis, or at a more considered point of their journey.

We were confident that the outcome of this service refocus would be hugely beneficial for our clients and it is gratifying to hear women confirm that they are receiving the support that they, and their children, need. Our independent, external service audit also provided very positive feedback regarding our prevention focus, our protection of children and our work with families.

Staff and Board Review

The streamlining of service and delivery saw several existing staff positions consolidated and others redefined or recreated. The result is that Christchurch Women's Refuge now possesses a professional, dedicated staff which is led by a skilled Management Team and experienced Chief Executive. Together they are working to ensure Christchurch Women's Refuge remains the leading social agency supporting women and children experiencing family violence.

Staff are supported by a strong Board of Governance providing governance which follows best practice and adds value to Christchurch Women's Refuge. In the last year we enlisted three new Governance members - Liz de Lange, Kate Hickey and Robin Pratt - onto our Board. The skills, experience and knowledge that Robin, Kate and Liz bring have already proved a major asset to the Board and to Christchurch Women's Refuge in general.

Robin's appointment also underscores another major innovation that was implemented last year – for the first time in our 37-year history men were formally admitted to the Christchurch Women's Refuge membership. Whilst this was a significant change to our practices, it was unanimously agreed amongst the

Christchurch Women's Refuge Incorporated

membership that both sexes should be considered for potential staff or Board roles, providing their skills and ability could support the agency's strategic direction. While this change, and our move to embrace a family-focus to service, required amendments to our constitution, it is important to stress that Christchurch Women's Refuge's gender-based philosophy and its operational purpose of supporting women and children as victims of family violence remains unchanged.

Celebration and Acknowledgment

A significant public recognition of that good work came in September 2009. After three years as a finalist, Christchurch Women's Refuge was finally named a winner in the 2009 Champion Canterbury Awards' category of Medium-Large Enterprise in the Charity section. This award was a welcome endorsement of the work Christchurch Women's Refuge undertakes with women, children and young people who have experienced the trauma of domestic violence. But, more importantly, it was a public acknowledgement by the local business community that the work of addressing and ending family violence is worthy of community-wide support.

In the last year we also chose to seek affiliation to Jigsaw Family Services, which we gained in September 2009. Jigsaw is a community based network of independent local agencies whose main focus is the prevention of child abuse, neglect and family violence. They also have a strong commitment to helping families provide the safe and nurturing environment that children need to reach their full potential. Christchurch is the first (and currently, only) Women's Refuge to be affiliated to Jigsaw. This affiliation is further acknowledgement of the commitment to children and families that is paramount in the services offered by Christchurch Women's Refuge.

Brand Development

It is through identifying and pursuing such partnerships, and networking with non-traditional partners – such as the business community - that Christchurch Women's Refuge is raising the issue of family violence further up the community's agenda.

To help support this vision Christchurch Women's Refuge adopted a new Brand Development Strategy in the last year. This strategy is designed to further enhance our profile as a professional and relevant social enterprise, establish new possibilities for partnership and secure funding support. Already we have seen benefits as our relationship management database grows, our public profile increases and new promotional opportunities are uncovered.

Our Supporters

On behalf of the Governance Board, staff and clients of Christchurch Women's Refuge I want to thank everyone who has supported us over the following year. Your support, of whatever size or nature, has helped us to support women and children become, and stay, safe. You have made an investment in the future of real people and also in your community, and we are very grateful.

I would like to make special mention of the following Trusts and Foundations who have provided significant and/or ongoing funding to Christchurch Women's Refuge:

ANZ Staff Foundation
Air Rescue Services Ltd
COGS
Canterbury Community Trust
Christchurch Casino Charitable Trust
Christchurch City Council
The Dove Charitable Trust
The Eureka Trust
First Sovereign
George Sevicke Jones Trust

The Harcourts Foundation
The Hyman Marks Trust
The Jones Foundation
J and M Ferrier Charitable Trust
Keith Laugeson Charitable Trust
The Lion Foundation
Lottery Grants Board
The Maurice Carter Charitable Trust
New Zealand Post
The Perry Foundation

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Pub Charity
The Southern Trust
The Tindall Foundation

The Trusts Charitable Trust
Twigger Women's Refuge Endowment Fund
The William Toomey Charitable Trust

We also thank our community partners: Christchurch City Council; The Canterbury Community Trust; Canterbury Police; Child Youth and Family; the Ministry of Justice; Department of Internal Affairs and the Ministry of Social Development, as well the many other service providers and non-government organisations that support us in our efforts to keep Canterbury families safe.

Additionally, the Governance Board wishes to thank the Christchurch Women's Refuge Management Team and all the staff at Christchurch Women's Refuge for their continued commitment, dedication and energies. Many of our staff and, of course, many members of the community have also gifted time to support our work – almost 1,190 hours in the last year. We would genuinely struggle to undertake our valuable work without this generous gift of time.

On behalf of the Board I would like to acknowledge the contribution of Sarina Dickson and Susan McNamara (Treasurer for five years), who both left the Christchurch Women's Refuge Board during the last year. I also thank Pauline Leeming, who stood down as Chair – a post she had capably filled since 2006 - at the last AGM in December 2009. Pauline continues to support Christchurch Women's Refuge as a Board of Governance member. I would also like to thank our patron, Mayoress Joanna Nicholls-Parker, for her continued support during the last year.

Looking Ahead

Despite the pressures of the recent recession, Christchurch Women's Refuge has worked hard to future-proof the sustainability of the organisation. A financially conservative approach to the year resulted in significant reductions to expenditure. The agency restructuring and new accounting systems, as well as the added efforts to secure funding through profile and fundraising, trusts and donations, are now beginning to pay off, and we feel assured that Christchurch Women's Refuge's financial position for the next year will continue to strengthen even further.

As a community we can all feel proud that we have finally brought domestic violence out into the open where it can be acknowledged, talked about, addressed and dealt with. In the coming year we hope that you will continue to support us and join us in creating safe families in Canterbury, and nurturing strong communities.

Madeleine Hawkesby-Browne
Chair

Christchurch Women's Refuge Incorporated

Chief Executive Officer's Report

The last financial year has been an extremely busy one for Christchurch Women's Refuge. It has seen significant changes within the organisation, new service models, updated systems and – once again - an ever increasing demand for our services from women, children and community. That so many families continue to reach out to us is evidence that Christchurch Women's Refuge remains a trusted and relevant service, a position we have achieved through our willingness to evolve to meet client needs, respond to challenges and seek new opportunities.

Client Services

For almost 40 years Christchurch Women's Refuge has been providing the prevention, early intervention and crisis management services that support Canterbury women and children to create violence-free families. As client needs change, so do we. During the 2009/10 year we adopted a Family Service model. This allows us to focus on providing 'whole of family' services within a framework that is proactive, holistic and consistent with the direction of local and global intervention strategies.

In the last financial year alone we supported 983 clients – an increase of 15% on the previous financial year's total of 853. The majority of these clients access our early intervention and prevention services, which focus on initiating and maintaining a violence-free home environment, although 174 women and children (an increase of 12%) still required the emergency residential services we provide in our Safe House. We received 3,938 calls on our 0800 1 REFUGE line (up 29% on the previous year), and proactively contacted 2,209 women named on POL 400 reports (Police reports of family violence) reports, which were up 7% on the 2008/09 year.

Rural Service Development

Demand for service in rural communities continues to be strong, with 267 registered clients (27% of all clients) coming from the North Canterbury, Banks Peninsula or Selwyn rural areas.

Our North Canterbury office in Rangiora ran both women's and children's groups last year and also implemented an extensive outreach programme, regularly visiting local schools and community groups. We extended our rural networking to include non-family violence related networks, bringing a family violence perspective to the discussions of groups such as the Hurunui Pastoral Care Network. The Advocate for Child Witnesses of Family Violence, hosted by Christchurch Women's Refuge and based in Rangiora, worked with both the Waimakariri and Hurunui District communities to highlight the needs and rights of children affected by family violence.

Through our Te Rito contract Christchurch Women's Refuge has worked collaboratively with other service providers in the Selwyn district to better resource their communities' response to families affected by domestic violence. Utilising existing networks, encouraging new ones and engaging non-traditional partners (such as health and education services and the business community) have proved vital tools in helping to place family violence in the centre of community conversations.

Community Development

Community Development begins with the development of its most vulnerable citizens. Christchurch Women's Refuge's Ministry of Justice approved Domestic Violence Act Protected Persons' group education programmes support women and children to develop the skills needed to maintain a lifestyle free from violence and abuse. In the past year 97 women and 91 children participated in these group programmes, an increase of 83% on the previous year.

We also continued to develop our communities through active engagement, helping them become better informed about the issue of family violence and how to access appropriate family violence services. Thanks in part to our increased profile building we have noted a 20% increase in requests for community education and training from community groups, schools, networks and other service agencies. Additionally, we have developed strong relationships with many of the schools throughout the Canterbury region and formed new

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links with business by joining two new networks – the Canterbury Employers' Chamber of Commerce (CECC) and Her Business.

Working Collaboratively

Service-related partnerships are also essential to support the integrated response to family violence to which Christchurch Women's Refuge is committed. In the last year we expanded our already extensive list of partnerships and collaborations, combining our strengths and knowledge with that of other providers to achieve the best results for clients.

Christchurch Women's Refuge was selected to work with Child Youth and Family's (CYF) Sydenham office to pilot a CYF and Women's Refuge collaborative response to families affected by family violence. We became a partner agency to the newly developed 'Right Service, Right Time' network, an agency and service partnership which is proving very effective in supporting families at highest risk and with complex needs. We also participated in a Male Victims of Family Violence networking group and joined Canterbury Solutions to Sexual Abuse.

In the recent year we have shared joint service information across a range of inter-agency publications including Canterbury Solutions to Sexual Violence; Christchurch Family Violence Programmes; Social Service Providers Network; the Ministry of Women's Affairs and Office of Ethnic Affairs; Right Service Right Time; and the Police's referral agency card.

We continued to work with Maori and Pacific agencies to ensure that their communities have information and access to the services they require. A key involvement of the past year was our invitation to provide a voice regarding the safety of women and children to the Nga Hau e Wha International Marae development plan.

In September 2009 we became affiliated to Jigsaw, a national network of community based child abuse, neglect and family violence prevention network. This affiliation formalises our existing working relationships with the four other Christchurch Jigsaw partners – Te Puna Oranga, The Family Help Trust, Stopping Violence services and He Waka Tapu.

Giving a Voice to Family Violence

We continue to represent women and children affected by violence at both local and national level. In addition to numerous existing representative roles on local networks, during the last year Christchurch Women's Refuge was invited to join the Canterbury District Health Board Family Violence Advisory Group. At a regional level we participated in the Child Advocates' South Island forum to offer a family violence perspective in the strategic development of service delivery for vulnerable children.

In late 2009 Christchurch Women's Refuge was invited to represent community service providers at government forum in Wellington, held to develop a working MoU between government and non-government organisations. We were the only Refuge in New Zealand, and one of only three Canterbury agencies, to be invited.

Creating social change by influencing social policy and participating in legislative review is a critical role for Christchurch Women's Refuge. During the past year we made a submission to the parliamentary select committee reviewing the Domestic Violence Act and supported Christchurch City Council and Waimakariri District Council by participating in submissions related to the Alcohol Law Reform.

Investment in Staff

It would not be possible to offer any of our services without our valuable and dedicated staff. We continued to increase the professional development of all members with training opportunities that further extended their skills and knowledge in service and administration. An ongoing investment in the development of our family support, residential, administration and management teams has strengthened our ability to provide a holistic response to families in need. I wish to thank all of the staff and volunteers for their commitment to the

Christchurch Women's Refuge Incorporated

wellbeing of families, and acknowledge the leadership and support shown by a highly professional and dedicated Management Team.

I would also like to acknowledge the valuable contribution of our Board of Governance and their commitment to guiding our strategic direction and ensuring the organisation's sustainability. The Board members' inclusive membership approach to strategic planning offered staff, volunteers and supporters a chance to contribute to the future strategic direction of Christchurch Women's Refuge.

Brand Development

Our focus on developing our brand gained a new emphasis in the past year, with the creation of a new position dedicated to raising our profile and securing funding streams. We have initiated email circulation of our quarterly newsletter and seen its overall distribution increase markedly. We have developed key messages which allow us to clearly articulate our purpose and vision in a variety of forums, have created a new service brochure to promote our services and seen overall communication of our brand become as professional as the service it represents.

Last year our existing community presence grew significantly and noted media exposure more than doubled. Highlights were our contribution to the February 27 front-page Listener article examining the reasons behind Christchurch's high rate of violence against women, as well a Police Association request to represent the voice of family violence providers in their June feature on family violence.

Looking Forward

In the past year Christchurch Women's Refuge has supported Christchurch's increasingly diverse cultural community by facilitating connections and offering leadership in service development for refugee, migrant and Pacific communities. A key agency goal for the coming year is to more proactively promote our services to cultural communities and to support existing cultural support groups to access the partnership they need to better service their own communities.

As an agency committed to excellence we also continue to work towards evidence-based practice to better inform the strategic thinking behind our service delivery. To this end we initiated two practice-based research projects in the last year, in partnership with Te Awatea Violence Research Centre. We expect the results of those projects to be key service delivery drivers as we continue to evolve to meet our clients' needs.

We don't doubt that even after 37 years of operation and approximately 11,000 people supported, there will be a need for Christchurch Women's Refuge well into the future. Family violence is still entrenched in our community. Police tell us the number of incidents being reported has increased, meaning that the number of women seeking support for themselves and their families has also increased. This is incredibly positive, and it reinforces our belief that there has never been a more vital time to continue and strengthen the momentum towards ending family violence. Christchurch Women's Refuge will remain committed to mobilising our local communities to refuse to accept family violence as a way of life so that we can work together to create a better future for Canterbury.

Annette Gillespie
Chief Executive Officer

Christchurch Women's Refuge Incorporated

Service-Related Statistics

Summary of Key Statistics

	<u>2009 - 2010</u>	<u>2008 - 2009</u>	<u>% Change</u>
Total Clients (Christchurch, Outreach & DVA)	1,129	909	↑ 24%
Total Community Clients (Christchurch & Outreach)	983	853	↑ 15%
Total New Community Clients (Christchurch & Outreach)	717	624	↑ 15%
Total DVA Clients	146	56	↑ 161%
Total Safe House Residents	174	156	↑ 12%
Total New Safe House Residents	167	153	↑ 9%
Total Bed-nights	2,815	2,712	↑ 4%
Average Stay at Safe House (Nights per Person)	16.18	17.73	↓ 9%
Calls to 0800 1 REFUGE	3938	3,040	↑ 29%
Calls to 0800 1 REFUGE (Specific to CWR info & support)	2,359		
POL400s Received	2,406	2,254	↑ 7%

1. Community Services - Christchurch City

Existing Clients	183
New Women Clients	231
New Child Clients	302
TOTAL NEW CLIENTS	533
TOTAL COMMUNITY CLIENTS	716

TOTAL NO: 1 TO 1 CONTACT HOURS	2,490.64
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Christchurch Women's Refuge Incorporated

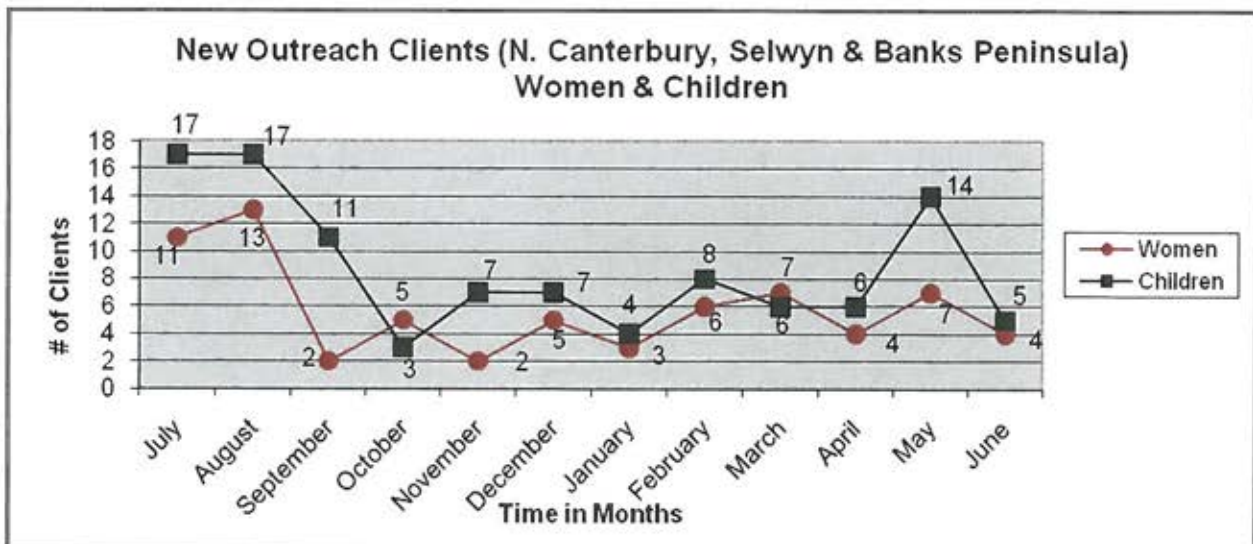
Client Referral Source

CYF (Legal)	27
Police/POL 400 (Legal)	138
Police/Not POL 400 (Legal)	29
Referred from another contract (Refuge)	6
Referred from NCIWR Affiliate (Refuge)	3
Referred from non-Affiliated Refuge	2
Other Health Service (Health)	1
Counselling Service (Health)	1
Doctor (Health)	29
Hospital (Health)	1
WINZ (Financial)	4
Other Education Service (Education)	7
Community Services/Programmes (Education)	10
Religious Institution (Community)	1
Other Social Service (Community)	1
Plunket Referral	3
Work place/Employer Referral	1
Whanau/Friend (Other)	24
Self Referral	175
Other Referral Source	4
Blank	30
TOTAL Referrals	497

2. Community Outreach Services - North Canterbury, Selwyn & Banks Peninsula

Existing Clients	83
New Women Clients	75
New Child Clients	109
TOTAL NEW CLIENTS	184
TOTAL OUTREACH CLIENTS	267

TOTAL NO: 1 TO 1 CONTACT HOURS	1,418.19
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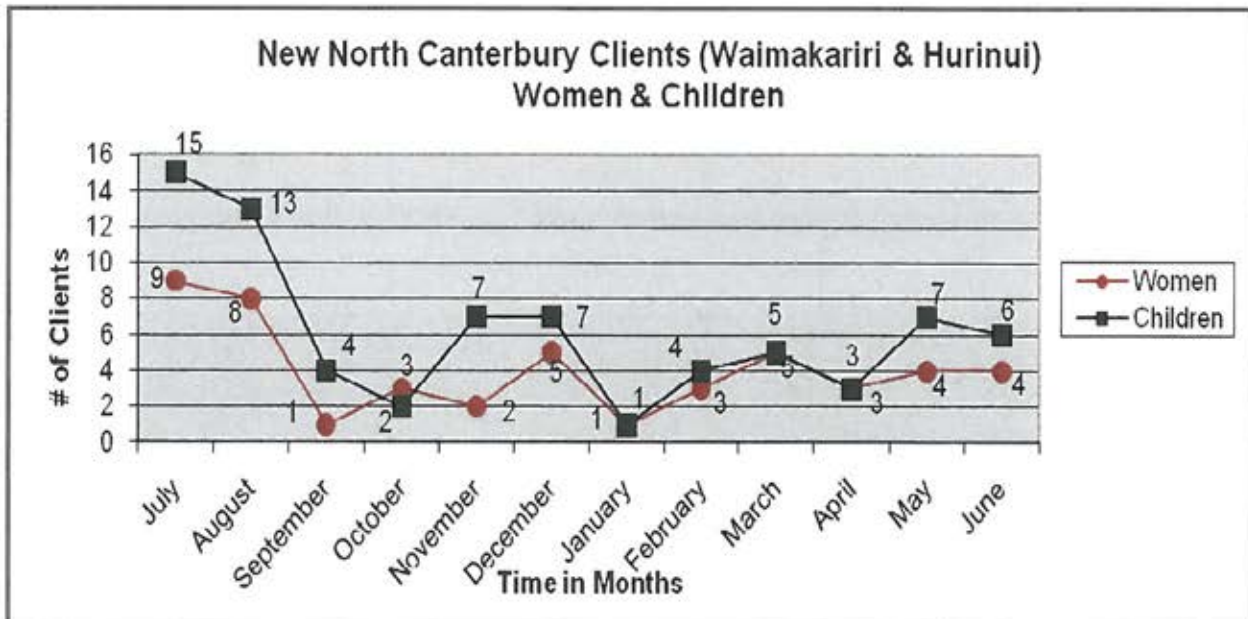
Client Referral Source

Police/Not POL 400 (Legal)	16
Police/POL 400 (Legal)	40
CYF (Legal)	14
Courts (Legal)	1
Lawyer (Legal)	2
WINZ (Financial)	1
Community Health Service (Health)	4
Other Education Service (Education)	2
Religious Institution (Community)	4
Whanau/Friend (Other)	6
Self Referral	79
Other Referral Source	11
Blank	4
TOTAL Referrals	184

2a. North Canterbury Clients - Waimakariri & Hurunui

Existing Clients	74
New Women Clients	48
New Child Clients	74
TOTAL NEW CLIENTS	122
TOTAL NORTH CANTERBURY CLIENTS	196

TOTAL NO: 1 TO 1 CONTACT HOURS	716.90
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2b. Selwyn & Banks Peninsula Clients

Existing Clients	9
New Women Clients	11
New Child Clients	17
TOTAL NEW CLIENTS	28
TOTAL SELWYN & BANKS PENINSULA CLIENTS	37

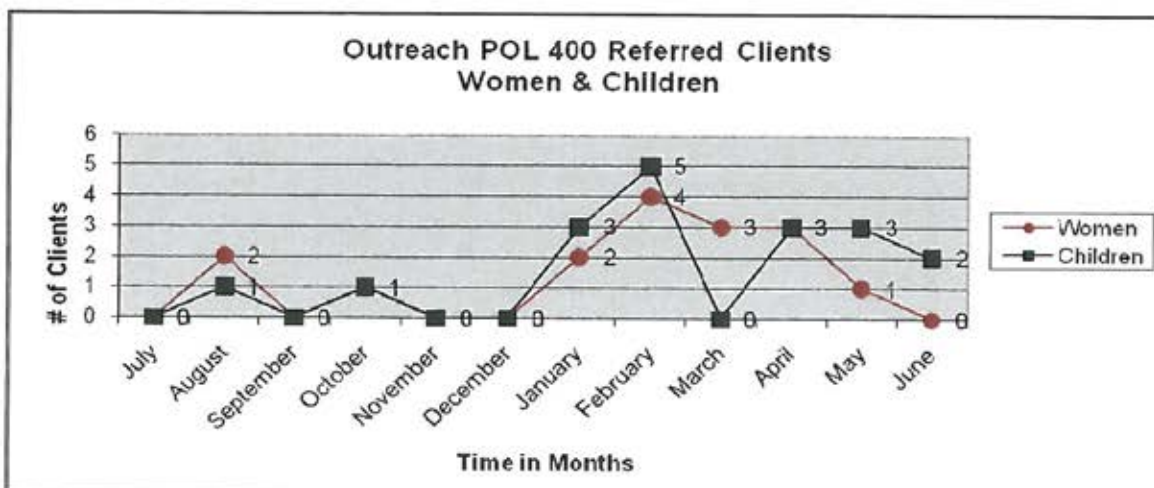
TOTAL NO: 1 TO 1 CONTACT HOURS	102.17
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2c. Outreach POL 400 Referred Clients

Existing Clients	0
New Women Clients	16
New Child Clients	18
TOTAL NEW CLIENTS	34
TOTAL POL REFERRED CLIENTS	34

TOTAL NO: 1 TO 1 CONTACT HOURS	93.32
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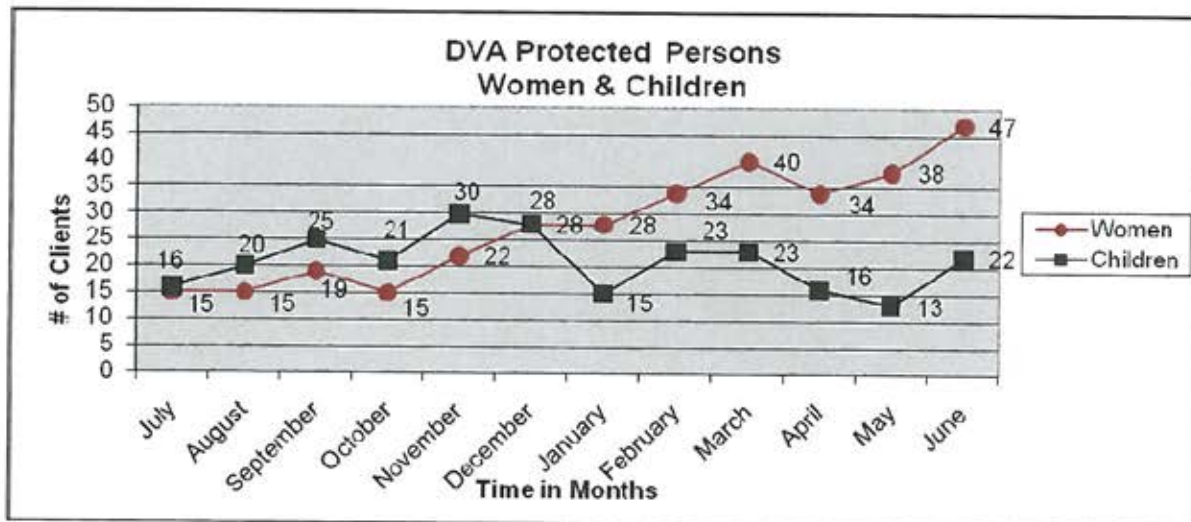


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3. Domestic Violence Act Protected Persons

Existing Clients	8
New Women Clients	81
New Child Clients	57
TOTAL NEW CLIENTS	138
TOTAL DVA PROTECTED PERSONS	146

TOTAL NO: 1 TO 1 CONTACT HOURS	2,307.58
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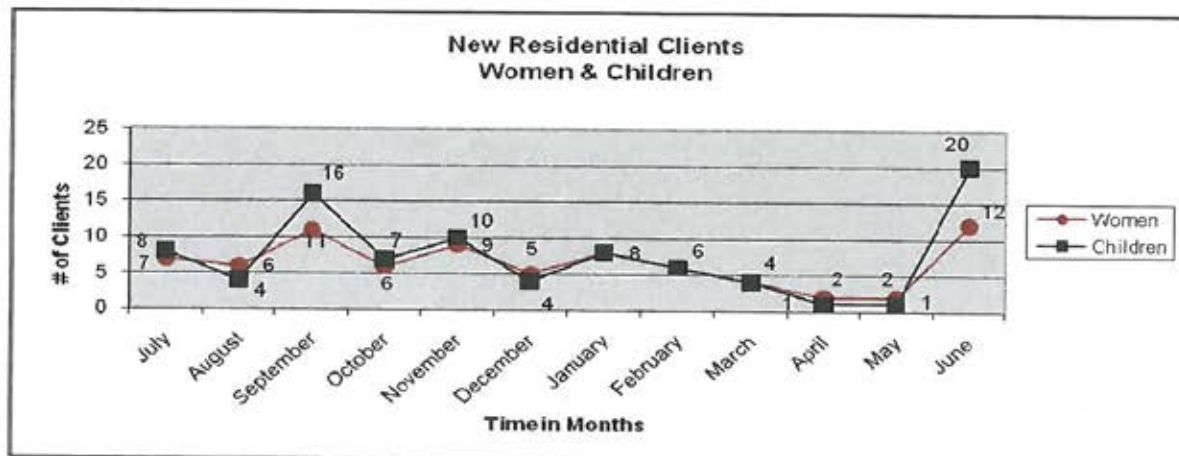


4. Residential Services

Existing Clients	7
New Women Clients Admitted	78
New Child Clients Admitted	89
TOTAL NEW CLIENTS	167
TOTAL RESIDENTIAL CLIENTS	174

TOTAL BEDNIGHTS	2,815
Average Stay	16.18

TOTAL NO: 1 TO 1 CONTACT HOURS	683.49
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Christchurch Women's Refuge Incorporated

Residential Client Referral Source - New Clients

Blank	2
Counselling Service (Health)	4
CYF (Legal)	3
Doctor (Health)	6
Hospital (Health)	5
Lawyer Referral	3
Other Health Service (Health)	4
Other Social Services (Community)	3
Police/Not POL 400 (Legal)	20
Police/POL 400 (legal)	12
Referred from another contract (Refuge)	4
Referred from NCIWR affiliate (Refuge)	7
Self Referral	67
Whanau/Friend (Other)	27
Unknown	2
TOTAL Referrals	167

5. Group Work

Number of Sessions	191
Number of Clients	188

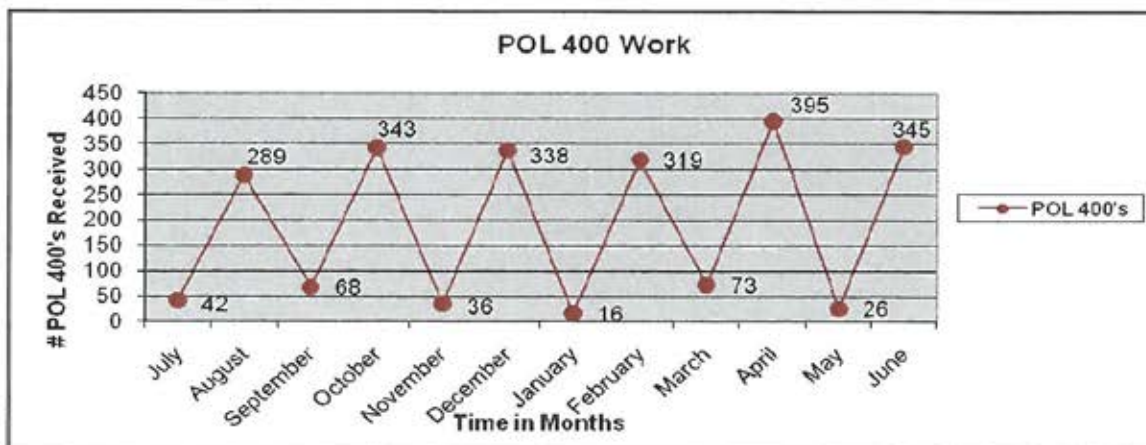
6. Refuge Hours

Volunteer Hours	1,187.73
Paid Hours	24,537.05
Volunteer Mileage	184.00

7. POL 400 Work (Police Reports of Family Violence)

POL 400's Received	2,406
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POL 400 Phone Contact	1,392
POL 400 Mail Support	795
Community Office	37
POL 400 Unknown	182



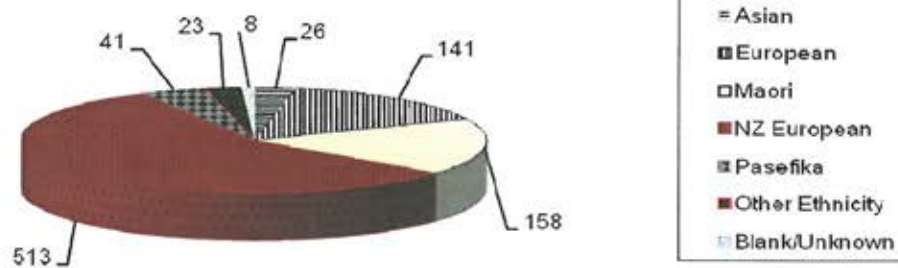
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8. Clients – Ethnicity and Age

8a. Ethnicity of Clients

	Women	Children
Asian	14	12
European	77	64
Maori	56	102
NZ European	242	271
Pasefika	20	21
Other Ethnicity	10	13
Blank/Unknown	6	2

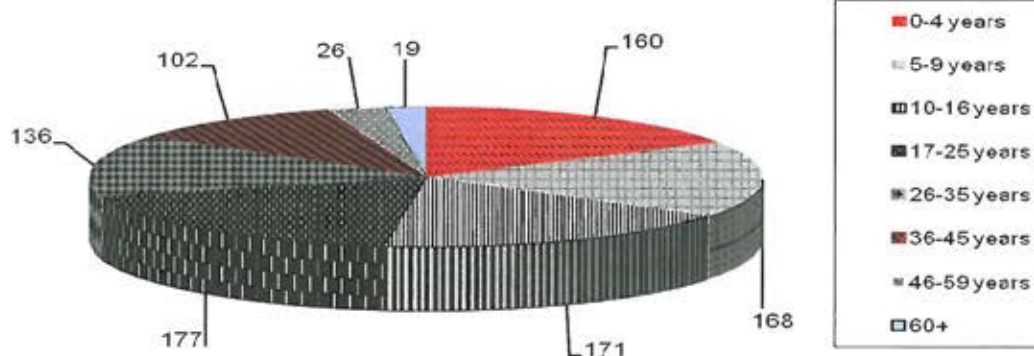
Ethnicity of Clients Using Refuge Services Cumulative



8b. Ages of Clients Using Refuge Services

0-4 years	160
5-9 years	168
10-16 years	171
17-25 years	177
26-35 years	136
36-45 years	102
46-59 years	26
60+	19

Age of Clients Using Refuge Services Cumulative

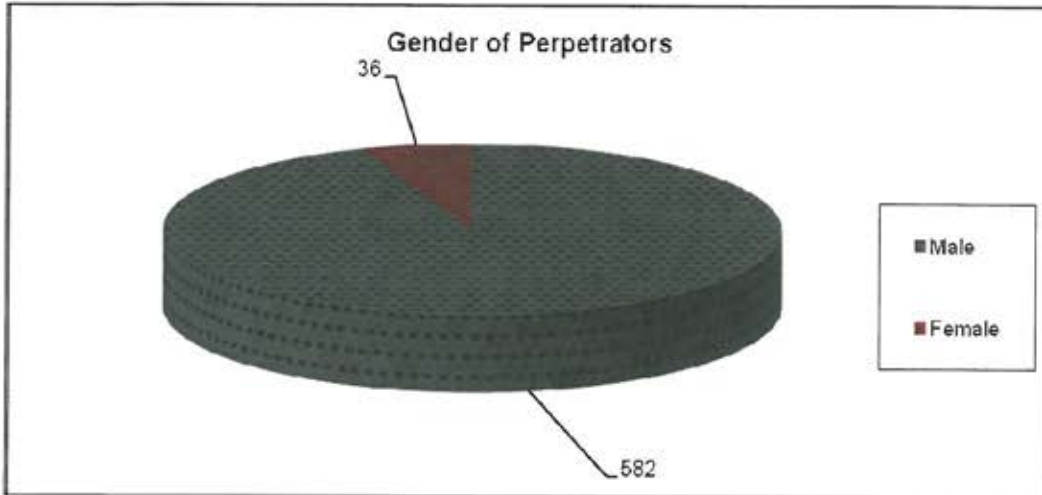


Christchurch Women's Refuge Incorporated

9. Perpetrators – Gender, Ethnicity and Age

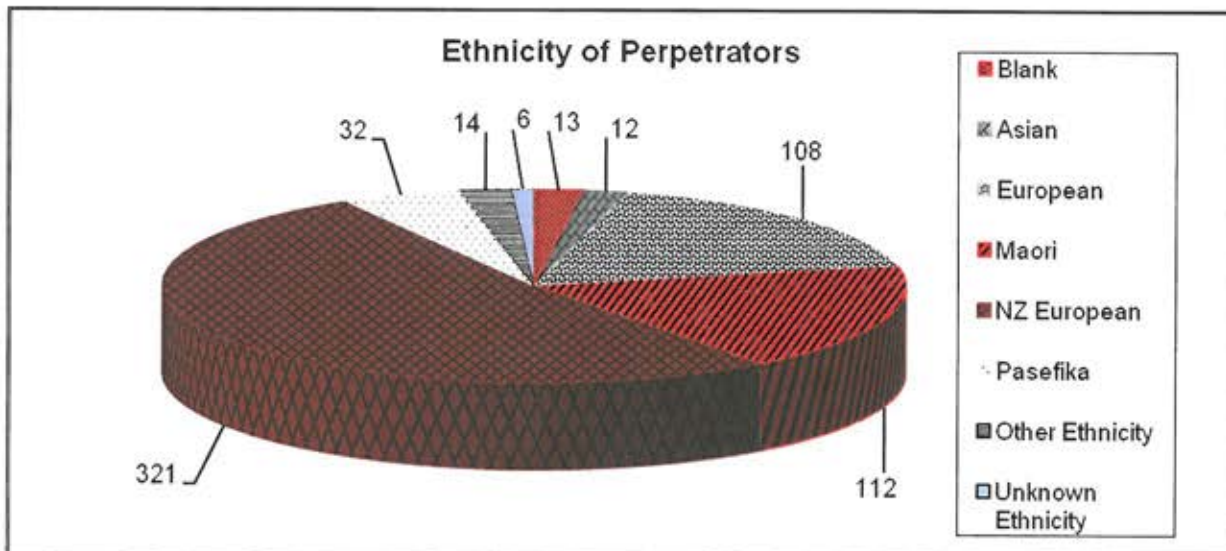
9a. Gender of Perpetrators

Male	582
Female	36



9b. Ethnicity of Perpetrators

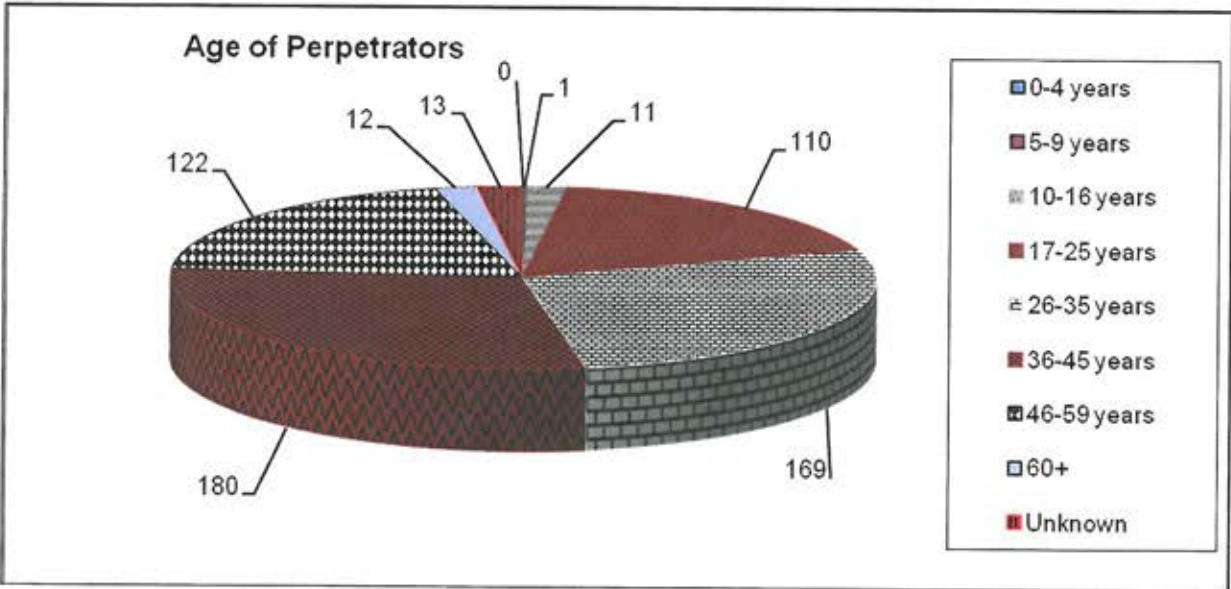
Blank	13
Asian	12
European	108
Maori	112
NZ European	321
Pasifika	32
Other Ethnicity	14
Unknown Ethnicity	6
TOTAL NUMBER PERPETRATORS	618



Christchurch Women's Refuge Incorporated

9c. Age of Perpetrators

0-4 years	0
5-9 years	1
10-16 years	11
17-25 years	110
26-35 years	169
36-45 years	180
46-59 years	122
60+	12
Unknown Age	13



Approval of Financial Statements

FOR THE YEAR ENDED 30 JUNE 2010

AUTHORISATION FOR ISSUE

The Board authorised the issue of these financial statements on 11 November 2010.

APPROVAL BY THE BOARD

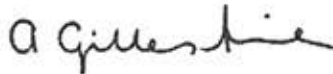
The Board is pleased to present the financial statements of Christchurch Women's Refuge Incorporated for the year ended 30 June 2010 on pages 21 to 26.

Signed for and on behalf of the Board.



Madeleine Hawkesby-Browne
Chair

Date: 17 November 2010



Annette Gillespie
CEO

Date: 17 November 2010

Christchurch Women's Refuge Incorporated

Treasurer's Report for the Financial Year Ending June 30 2010

The Christchurch Women's Refuge Board of Governance is pleased to present the financial statements for Christchurch Women's Refuge Incorporated for the year ending 30 June 2010.

Income of \$1.02m for the year exceeded one million dollars for the first time in the agency's history. This year income from contracts with Government agencies totalled \$550,000, a significant increase of \$153,000 on last year.

The majority of the remainder of income came from grants, bequests, donations and investment income. Within this wider category fundraising, bequests and donations (\$122,000 combined) were considerably less than last year's total of \$181,000, a result of the global economic downturn's effect on Christchurch Women's Refuge locally.

Expenses totalled \$1.046m and were \$55,000 less than the previous year. As a service-based operation the majority of these expenses inevitably related to personnel and office costs (\$881,000), and these were well controlled, totalling \$24,000 less than the previous financial year. Street Appeal expenses were reduced by \$26,000 on the previous year in line with cost controls required in a difficult economic climate.

Overall, the agency made a net loss of \$26,000, which was a substantial improvement over the previous year's financial performance which had resulted in a loss of \$278,000. This significant turnaround is due to strong management control of costs and, more importantly, the generation of more contracted income by service provision to the local community.

Total Equity at the beginning of the year was \$304,000 and with addition of the Operating Loss of \$27,000 resulted in a decrease in Equity as Retained Earnings to \$278,000. These Retained Earnings were represented by Current Assets of \$359,000, an increase on the previous year by \$25,200. However, Liabilities rose by \$30,000 with Accounts Payable reduced to \$31,000 and GST up by \$18,000, while Grants and Funds in Advance increased by \$43,000. In addition, Non-Current assets fell by \$21,000 from the previous year as a result of depreciation, reducing Net Assets to \$278,000. At year end, Christchurch Women's Refuge had term deposits of \$259,000 comprising sufficient cash reserves for risk management purposes.

In 2010, the Board appointed Deloitte as Auditors who have given a qualified audit opinion on page 27 of this Annual Report.



Robin Pratt, MB ChB FRCPA MBA AMInstD
Chair, Christchurch Women's Refuge Audit and Risk Committee

Christchurch Women's Refuge Incorporated

Statement of Financial Performance

FOR THE YEAR ENDED 30 JUNE 2010

	<u>Notes</u>	<u>2010</u>	<u>2009</u>
FAMILY SAFETY TEAM			
TOTAL INCOME		-	133
TOTAL EXPENSES		-	37,564
NET SURPLUS(LOSS)		-	(37,431)
INCOME			
Contracts			
Child Youth & Family		282,212	230,065
Ministry of Social Development		117,239	141,638
Ministry of Justice		101,232	24,521
Work & Income		48,887	-
Grants			
Canterbury Community Trust		70,000	70,000
Christchurch City Council		30,000	30,000
NZ Lotteries		27,358	26,000
Wages Grants		83,019	58,855
Overheads Grants		21,798	53,217
General Grants		37,808	7,110
Fundraising		6,464	25,360
Donations		88,433	117,396
Bequests		27,200	38,643
Investment Income		9,646	20,276
Other Income		68,542	20,685
TOTAL INCOME		1,019,838	860,766
LESS EXPENSES			
House Expenses		26,980	39,501
Office Expenses		100,341	136,735
Personnel Expenses		780,376	768,349
Audit Fees		4,800	4,467
Rental Expenses		72,357	69,653
Depreciation Expense		20,033	27,028
Street Appeal Expenses		10,157	36,457
Vehicle Expenses		16,473	14,195
Volunteer Expenses		-	1,308
AGM Expenses		1,557	3,648
Other Expenses		12,981	-
TOTAL EXPENSES		1,046,055	1,101,341
NET SURPLUS/(LOSS)		(26,217)	(278,006)

The above statements should be read in conjunction with the Notes to the Financial Statements on pages 24-26.



Christchurch Women's Refuge Incorporated

Statement of Movements in Equity

FOR THE YEAR ENDED 30 JUNE 2010

	<u>Notes</u>	<u>2010</u>	<u>2009</u>
EQUITY		\$	\$
OPENING BALANCE		303,868	581,875
Plus net surplus/(loss) for the year		<u>(26,217)</u>	<u>(278,006)</u>
TOTAL EQUITY		<u>277,651</u>	<u>303,868</u>

The above statements should be read in conjunction with the Notes to the Financial Statements on pages 24-26.

Christchurch Women's Refuge Incorporated

Statement of Financial Position

AS AT 30 JUNE 2010

	<u>Notes</u>	<u>2010</u>	<u>2009</u>
		\$	\$
EQUITY			
Future Development Fund		-	215,000
Opening Balance – General Funds		-	75,692
Wage Contingency Fund		-	220,000
Retained Earnings		303,868	71,183
Net surplus/(loss) for the year		<u>(26,217)</u>	<u>(278,006)</u>
TOTAL EQUITY		<u>277,651</u>	<u>303,868</u>
Represented by:			
CURRENT ASSETS			
Cash on Hand		165	50
Cash at Bank		31,253	48,818
Term Deposits	4	258,519	247,783
Shares	3	7,367	13,145
Accounts Receivable		43,959	22,391
Accrued Interest		1,250	1,366
Accrued Revenue		11,861	-
Payments in Advance		<u>4,376</u>	<u>-</u>
TOTAL CURRENT ASSETS		<u>358,750</u>	<u>333,553</u>
LESS CURRENT LIABILITIES			
Accounts Payable		31,018	111,034
GST Payable		18,362	736
Sundry Accruals		9,024	-
Holiday Pay Accrual		40,062	-
Tagged Grants/Funds in Advance		<u>55,882</u>	<u>12,589</u>
TOTAL CURRENT LIABILITIES		<u>154,348</u>	<u>124,359</u>
WORKING CAPITAL		204,402	209,194
NON CURRENT ASSETS			
Property, Plant & Equipment	2	<u>73,249</u>	<u>94,674</u>
TOTAL NON CURRENT ASSETS		<u>73,249</u>	<u>94,674</u>
NET ASSETS		<u>277,651</u>	<u>303,868</u>

The above statements should be read in conjunction with the Notes to the Financial Statements on pages 24-26.



Christchurch Women's Refuge Incorporated

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2010

1. STATEMENT OF ACCOUNTING POLICIES

REPORTING ENTITY

Christchurch Women's Refuge Incorporated is a Society incorporated under the Incorporated Societies Act 1908.

Christchurch Women's Refuge Incorporated is a reporting entity for the purposes of the Incorporated Societies Act 1908.

The financial statements have been prepared in accordance with the Financial Reporting Act 1993.

Christchurch Women's Refuge Incorporated is a non-profit orientated entity incorporated and domiciled in New Zealand. Its principal services are to provide safety and support to the women and children of Canterbury who have experienced family violence.

MEASUREMENT BASE

The accounting principles recognised as appropriate for the measurement and reporting of financial performance and financial position on the historical cost basis have been adopted.

The functional and presentation currency is New Zealand Dollars (NZD).

Christchurch Women's Refuge Incorporated qualifies for differential reporting on the ground that it is not a publicly accountable entity and does not exceed the specified size criteria. The Society has taken advantage of all differential reporting exemptions with the exception that Goods and Service Tax on revenue and expenses have been presented on an exclusive basis.

SPECIFIC ACCOUNTING POLICIES

The following are the specific accounting policies which have a material effect on the measurement of financial performance and financial position.

Investments

Investments held are stated at cost.

Shares

The original shares bequeathed were re-valued at fair value as at 30 June 2010.

Accounts Receivable

Accounts receivable are valued at their expected net realisable value to be received within the next 12 months. Amounts that become unrecoverable are written off as Bad Debts.

Interest Accrued

Interest accrued represents interest earned but not yet received on deposits held as at 30 June 2010.

Goods & Services Tax

GST is accounted for on an invoice basis. These financial statements have been prepared on a GST exclusive basis with the exception of Accounts Payable and Accounts Receivable which are presented inclusive of GST.

Christchurch Women's Refuge Incorporated

Notes to the Financial Statements (Continued)

FOR THE YEAR ENDED 30 JUNE 2010

Tagged Grants/Funds in Advance

Grants and donations received by the Society that are tagged for a particular purpose are not recognised until they have been used for that particular purpose. Until this time they are treated as a liability and held as Tagged Grants/Funds in Advance.

Audit Fees

The audit fees for the 2010 year were donated. The audit fees for the 2009 year were an actual charge.

Fixed Assets

Asset Type	Depreciation Rate Range	Depreciation Method
Motor Vehicles	26% - 60%	Diminishing Value
Plant	4.0% - 60%	Diminishing Value
Office Equipment	9.0% - 60%	Diminishing Value
Building Improvements	2.5%	Straight Line

Vehicles, Building Improvements, Plant and Office Equipment are stated at cost less accumulated depreciation.

Fixed assets purchased subsequent to the 1st July 1999 have been depreciated using rates and methods allowable by the Inland Revenue Department.

The buildings improvements (office) within fixed assets is owned by the Christchurch Women's Refuge Incorporated, but is on land and attached to a building which is owned by an outside party. The building improvements have been depreciated over forty years in equal instalments.

Where the cost of an individual asset is less than \$500 (excluding GST) it is expensed in the Income Statement in the year in which it was purchased.

CHANGES IN ACCOUNTING POLICIES

There have been no changes in accounting policies. All policies have been applied on bases consistent with those used in the previous year.

2. PROPERTY PLANT AND EQUIPMENT

	Cost	Accumulated Depreciation	Book Value
	\$	\$	\$
2010			
Motor vehicles	47,452	40,553	6,899
Plant	36,337	15,690	20,646
Office Equipment	109,936	83,192	26,745
Building Improvements	33,716	14,757	18,959
	<u>227,441</u>	<u>154,192</u>	<u>73,249</u>
2009			
Motor vehicles	47,453	38,299	9,154
Plant	34,375	10,162	24,213
Office Equipment	125,552	84,047	41,505
Building Improvements	33,716	13,914	19,802
	<u>241,096</u>	<u>146,422</u>	<u>94,674</u>



Christchurch Women's Refuge Incorporated

Notes to the Financial Statements (Continued)

FOR THE YEAR ENDED 30 JUNE 2010

3. INVESTMENTS

During the year ended 30 June 2007 Christchurch Women's Refuge Incorporated was bequeathed some shares from the estate of DJ Flather. The total value of shares bequeathed was \$13,113 and have been revalued this year following the resolution to sell them in at the beginning of the new financial year. The share holding is as follows:

Contact Energy Ltd	408 Shares	\$2,322
Fisher & Paykel Appliance Holdings Limited	905 Shares	\$ 489
Fisher & Paykel Healthcare Corporation Limited	1,056 Shares	\$3,295
Telecom Corporation of New Zealand Limited	668 Shares	\$1,263

4. TERM DEPOSITS

Dep 11	\$80,000	Term 65 days	Matures 22 Jul 10
Dep 9	\$37,907	Term 155 days	Matures 10 Sep 10
Dep 8	\$40,814	Term 155 days	Matures 11 Oct 10
Dep 10	\$38,596	Term 156 days	Matures 15 Nov 10
Dep 2	\$61,202	Term 154 days	Matures 26 Nov 10

5. COMMITMENTS

Commitment for capital expenditure as at 30 June 2010 \$14,000 (2009: Nil).

6. CONTINGENT LIABILITIES

There are no contingent liabilities as at 30 June 2010 (2009: Nil).

7. OPERATING LEASE COMMITMENTS

Non cancellable operating lease commitments are payable as follows:

	<u>2010</u>	<u>2009</u>
	\$	\$
Not later than one year	71,732	72,565
Later than one year but not later than two years	33,609	144,297
	<u>105,341</u>	<u>69,653</u>

The premises lease expiry dates are as follows:

- Refuge (Confidential), Christchurch – contract under negotiation
- Percival Street, Rangiora expires 6 July 2011
- Cashel Street, Christchurch expires 14 January 2012



AUDIT REPORT

TO THE MEMBERS OF CHRISTCHURCH WOMEN'S REFUGE INCORPORATED

We have audited the financial statements on pages 21 to 26. The financial statements provide information about the past financial performance of Christchurch Women's Refuge Incorporated and its financial position as at 30 June 2010. This information is stated in accordance with the accounting policies set out on pages 24 and 25.

This report is made solely to the Members, as a body. Our audit has been undertaken so that we might state to the Members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Members, as a body, for our audit work, for this report, or for the opinions we have formed.

Board's Responsibilities

The Board is responsible for the preparation, in accordance with New Zealand law and generally accepted accounting practice, of financial statements which fairly reflect the financial position of Christchurch Women's Refuge Incorporated as at 30 June 2010 and the results of operations for the year ended on that date.

Auditors' Responsibilities

It is our responsibility to express to you an independent opinion on the financial statements presented by the Board.

Basis of Opinion

An audit includes examining, on a test basis, evidence relevant to the amounts and disclosures in the financial statements. It also includes assessing:

- the significant estimates and judgements made by Board in the preparation of the financial statements, and
- whether the accounting policies are appropriate to Christchurch Women's Refuge Incorporated's circumstances, consistently applied and adequately disclosed.

We conducted our audit in accordance with New Zealand Auditing Standards except that our work was limited as explained below. We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to obtain reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Other than in our capacity as auditor, we have no relationship with or interests in Christchurch Women's Refuge Incorporated.

Qualified Opinion

In common with other organisations of this nature, control over the revenues from donations prior to being recorded is limited, and there are no practical audit procedures to determine the effect of this limited control.

In this respect alone we have not obtained all the information and explanations that we have required.

In our opinion, except for adjustments that might have been found to be necessary had we been able to obtain sufficient evidence concerning donations, the financial statements on pages 21 to 26 fairly reflect the results of operations for the year ended 30 June 2010.

In our opinion the financial statements on pages 21 to 26 fairly reflect the financial position of Christchurch Women's Refuge Incorporated as at 30 June 2010.

Our audit was completed on 11 November 2010 and our qualified opinion is expressed as at that date.



Chartered Accountants
CHRISTCHURCH, NEW ZEALAND

This audit report relates to the financial statements of Christchurch Women's Refuge Incorporated for the year ended 30th June 2010 included on Christchurch Women's Refuge Incorporated's website. The entity's Board of Governors is responsible for the maintenance and integrity of Christchurch Women's Refuge Incorporated's website. We have not been engaged to report on the integrity of Christchurch Women's Refuge Incorporated's website. We accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the website. The audit report refers only to the financial statements named above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements. If readers of this report are concerned with the inherent risks arising from electronic data communication they should refer to the published hard copy of the audited financial statements and related audit report dated 11 November 2010 to confirm the information included in the audited financial statements presented on this website. Legislation in New Zealand governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Christchurch Women's Refuge

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